

# managed

## hosting

### For Windows



*Internap Managed Hosting Services for Windows Servers® deliver 24/7 monitoring, maintenance and management by experienced and certified Windows administrators. Enterprise services help administrators maintain Windows server performance and reliability while adding on-going compliance reporting.*

#### Accountability and Compliance

Internap Managed Hosting Services include a Virtual Private Management Gateway (VPMG) which restricts access to servers by role, time-based or by trouble ticket. Administrators performing operations/changes on a Windows server will only see what is required for them to remediate the issue(s). All login sessions into the VPMG are recorded and attached to the trouble ticket that the problem is associated with. This provides complete accountability and meets compliance requirements for tracking all changes to IT operations.

#### Enterprise Services for Windows Servers

#### Gold Care

24/7 monitoring of CPU, disk, memory, services and print queue	✓
Verification of event logs and system state backup	✓
Alert filtering/de-duplication, validation and escalation	✓
Standard Operating Procedure (SOP) remediation	✓
Vendor coordination, tracking and reporting	✓
Health check report and log watch	✓
Anti-virus updates validated	✓
Testing and patching of server operating system	✓
Enterprise web portal for case tracking and metric reports	✓
Deep remediation / Troubleshooting	✓
Root-cause analysis reports	✓
Configuration identification and documentation	✓
Executive Dashboard (web portal)	✓
Performance, capacity and availability testing	✓
Weekly status report	✓
Monthly Microsoft Baseline Security Analyzer (MBSA) report	✓

#### Features

- 1- 4 processors (dual, quad or hexa-core) with 4 GB - 512 GB memory
- 24/7 monitoring of critical Windows server processes
- Eliminate server failures with quick SOPs and troubleshooting on serious server issues
- Anti-virus and patching updates are delivered during non-peak periods, reducing impact on business operations
- All services performed on servers are recorded and attached to trouble tickets for full accountability or for training
- Reports on alerts, trouble tickets and patching readily available from secure web portal



877.THE.PNAP (877.843.7627)  
internap.com

